



POLICY-APPEALS PROCESS: ACADEMIC & NON-ACADEMIC

INFORMAL PROCESS

The student who believes he or she has a valid basis for complaint regarding requested access accommodations shall first attempt to resolve the issue with the Accessibility Team and other staff involved. If this effort proves unsuccessful, the complainant will discuss the concern with the Director of The Office of Academic Success, Support and Accessibility who shall investigate the complaint and attempt to resolve the disagreement in a timely manner. If a resolution is not achieved, the complainant may then initiate formal procedures. The appeal should be made within five working days of the unresolved complaint.

FORMAL PROCESS: ACADEMIC

1. The student or faculty member will submit a written appeal that will be directed to the Dean who forwards it to the Academic Accommodations Review Panel which is comprised of three elected members of the Faculty (elected to terms of three years) and the Director of The Office of Academic Success, Support and Accessibility, serving ex officio without vote. The role of the Academic Accommodations Review Panel is to interpret the application of the relevant statutes on Academic Accommodation to the particular case being appealed.
2. The complainant will prepare a general description of the complaint and sign the statement. (In a case in which the complainant has been diagnosed with a Developmental Expressive Writing Disorder, the Panel will waive the requirement for a written statement and allow the complainant's case to be presented orally.) The Vice President for Academic Affairs shall solicit a written response from the other party and submit all document(s) to the Panel.
3. The Panel will consider the petition as well as the response of the other party, and investigate further as it deems appropriate. The Panel will conduct a hearing if either party so requests.

4. The Review Panel will render a decision regarding the complaint within ten working days of receipt of the complaint. The decision will be communicated in writing to the student, the faculty member, the Director of Academic Success, Support and Accessibility, and the ADA/Section 504 Officer of the College.
5. If desired, either party may appeal through the College's Affirmative Action Officer to the Office of Civil Rights, U.S. Department of Education.

FORMAL PROCESS: NON-ACADEMIC

1. The student will submit a written appeal to the Director of The Office of Academic Success, Support and Accessibility who shall investigate the complaint. The complainant will prepare a general description of the complaint and sign the statement. (In a case in which the complainant has been diagnosed with a Developmental Expressive Writing Disorder, the Director will waive the requirement for a written statement and allow the complainant's case to be presented orally.)
2. The Director of Academic Success, Support and Accessibility, will render a decision regarding the complaint within ten working days of receipt of the complaint. The decision will be communicated in writing to the student, other party(s) involved, the Director of The Office of Academic Success, Support and Accessibility, and the ADA/Section 504 Officer of the College.
3. If a resolution is not achieved, the complainant may then initiate a meeting with the ADA/Section 504 Officer of the College.
4. If desired, either party may appeal through the College's Affirmative Action Officer to the Office of Civil Rights, U.S. Department of Education.